



The Commonwealth of Massachusetts  
OFFICE OF EMERGENCY MEDICAL SERVICES  
STATEWIDE EMERGENCY TELECOMMUNICATIONS BOARD

Important Notice

**PLEASE POST**

August 2000

It has been brought to the attention of the Office of Emergency Medical Services (OEMS) and the Statewide Emergency Telecommunications Board (SETB) that commercial companies are promoting training services to various public safety agencies. These marketing efforts may claim that the training is required by Chapter 54 of the Acts of 2000 otherwise referred to as the EMS 2000 Bill.

EMS 2000 greatly enhances emergency medical services and emergency communications across the Commonwealth. A portion of this legislation mandates that the Office of Emergency Medical Services in conjunction with the Statewide Emergency Telecommunications Board establish minimum training standards for calltakers and dispatchers as well as to develop an emergency medical communications subsystem (CMED).

Currently, the Department of Public Health and the Office of Emergency Medical Services are working cooperatively toward implementing mandated regulatory changes. The Emergency Medical Care Advisory Board (EMCAB) will review the standards for all programs related to this new Legislation and make recommendations on proposed changes.

The SETB and the OEMS are presently working together to develop the new training standards for presentation to the EMCAB. Work to develop these standards is ongoing and will involve input from the full spectrum of public safety and public health stakeholders. We expect that this process will require several months to complete.

The SETB is the only agency that can provide Certified Telecommunicator 911 training. Any person who operates 911 PSAP equipment must be certified through the SETB Training Program and sponsored through a public safety agency.

Statewide Emergency Medical Dispatch (EMD) standards and approved training programs will be introduced only when the EMCAB has reviewed all proposed requirements and program standards have been approved. The OEMS and the SETB will work closely with each municipality to ensure that a comprehensive training program that meets all of the necessary criteria is available statewide.

The OEMS currently recognizes the following basic telecommunicator courses for Emergency Medical Dispatch in Massachusetts: APCO, CON-ED, Medical Priority and Power Phone.

If you have questions about EMS 2000 training requirements, please call  
Connie Cascio at the SETB (781) 944-9113 or Russ Bullock at the OEMS (617)  
284-8300

**Be sure to get accurate information about the requirements of EMS 2000  
before contracting for services.**

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